



WebFile Guide for

# **Attorneys and Attorney Site Administrators**

**How to Navigate through WebFile**

## WELCOMEs

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Welcome to the Virginia Workers' Compensation Commission's WebFile application.

The Commission created WebFile to provide its partners in the legal community with self-service capabilities to view and manage case files and documents online.

This guide contains all the information and instructions needed to take full advantage of the case-management functions in this web-based tool.

While the guide may be printed, it is recommended that the guide be utilized electronically due to updates and revisions.

Questions regarding WebFile processes should be directed to the firm's WebFile Site Administrator. Site Administrators should use the WebFile Support online tool at [workcomp.virginia.gov/webfile/webfile-support](http://workcomp.virginia.gov/webfile/webfile-support) for issue resolution or direction to the proper Commission resources.

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# WebFile SECURITY

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The WebFile system uses a variety of security protocols to help ensure that case records remain confidential. A key component of this structure (which governs access rights) is username and password.

## USERNAME

All WebFile users will have individual usernames. The username cannot be changed after the registration and activation process is complete.

## PASSWORDS

All users are required to use a password along with the username. The initial password will be set up by the Commission. The user will then set up a new password at the time of registration.

### Password Criteria

- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Password will expire every 90 days and will not be re-usable for 12 months.

## TIMEOUT FEATURE

The system has been set up with a 45-minute timeout feature. If there is no activity within 45 minutes, the user will receive a message notifying them that they need to extend the session in WebFile to continue their session.

### IMPORTANT



*Entering data is still viewed by the system as being idle—users who take longer than 45 minutes to submit data or to conduct other transactions will be automatically logged off of the system, and all information not saved or submitted will be lost.*

## WebFile ROLE OVERVIEW

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The WebFile system is set up with two levels of permissions.

### Site Administrator



- ✓ Primary point-of-contact between the Commission and his or her own organization
- ✓ Activate profiles
- ✓ Manage all access requests from within own organization, and agree not to grant access to non-employees
- ✓ Add to, deactivate and modify the firm's user list
- ✓ Manage password resets
- ✓ Communicate with the Commission to ensure current WebFile access matches approvals granted by Site Administrator
- ✓ Use the Commission's dedicated email channel, [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov), as the means to send questions and comments related to WebFile

### Attorney User



- ✓ Access, view, and in some cases, modify Workers' Compensation Claim records
- ✓ Has submitted contact information, including Bar number and FEIN (Federal Employer Identification Number) to the Commission
- ✓ Can note representation to at least one party on the claim

### IMPORTANT



*Attorneys may also have Site Administrator rights within WebFile. There is no need to create a separate Site Administrator account if an attorney in the firm wishes to take on the Site Administrator role.*

## DELEGATION OF AUTHORITY

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### **IMPORTANT**

*Attorneys may share their passwords with legal secretaries (or other staff members) according to the Commission's policy, which is based upon the Eastern District's Policy on Access Delegation.*

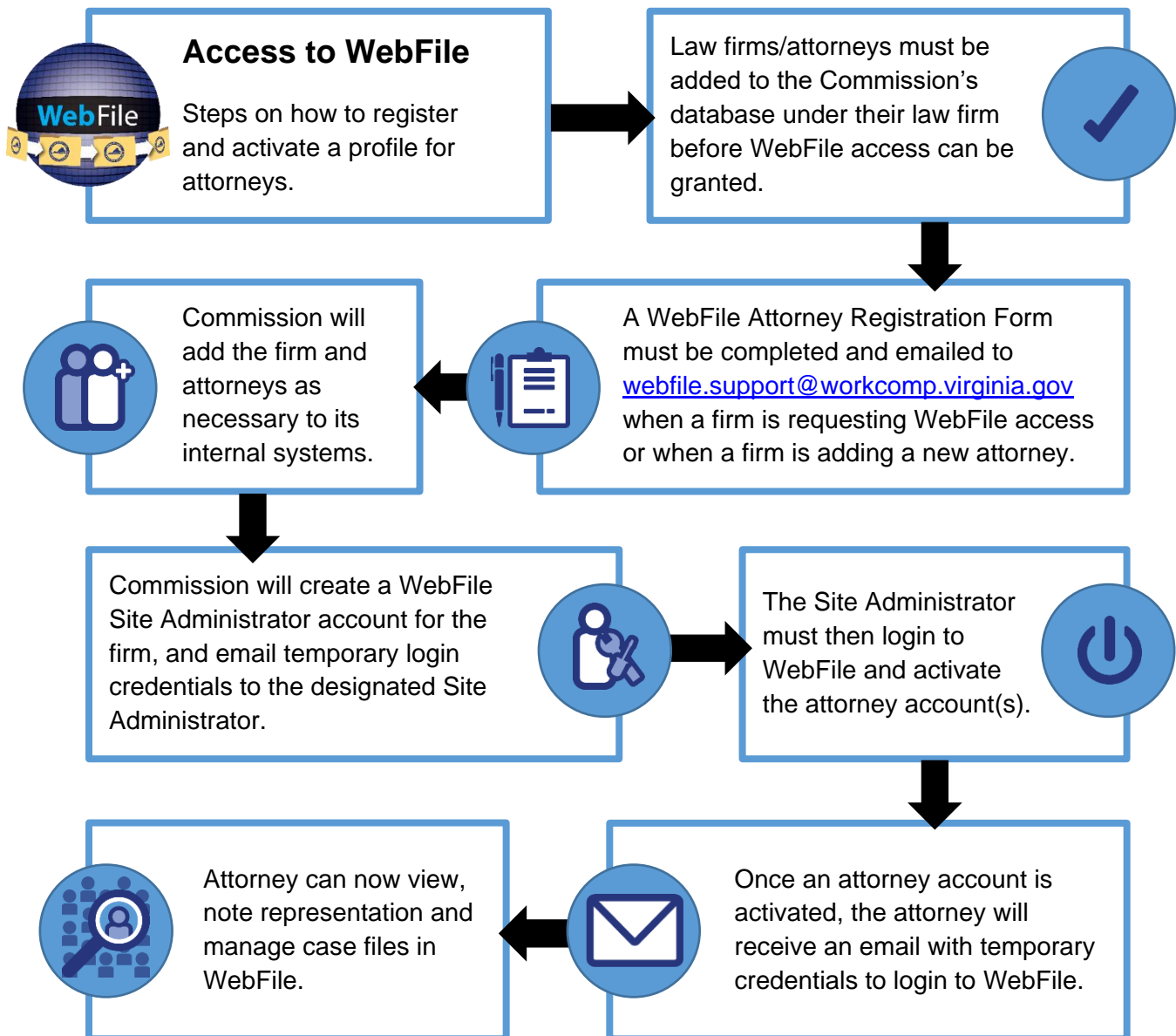
Attorneys may allow a secretary, paralegal, or other person in their office to use their login and password to file documents on their behalf.

However, attorneys should remember that

- Their login and password constitute their signature, regardless of whether they personally use the login and password or delegate that authority to someone else.
- They are responsible for safeguarding and protecting their login and password at all times.

## WebFile ACCESS AND REGISTRATION OVERVIEW

Below is a brief overview of the WebFile registration process.



### IMPORTANT



Attorney User WebFile access is managed by the firm's Site Administrator; questions regarding WebFile should be directed to their firm's Site Administrator.



Site Administrators should direct questions regarding WebFile to the Commission at **877-664-2566** or to [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov). WebFile access requests should also be directed to this email address.

## REQUEST ACCESS

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The Commission maintains a database of lawyers who represent parties to workers' compensation claims in Virginia. The [WebFile Attorney Registration Form](#) must be completed to ensure that all attorneys from a firm who may need WebFile access are added to and maintained in the Commission's database.

### ATTORNEY REGISTRATION FORM

This form is located on the Virginia Workers' Compensation Commission website:

[workcomp.virginia.gov/sites/default/files/forms/WebFile-Attorney-Registration.pdf](http://workcomp.virginia.gov/sites/default/files/forms/WebFile-Attorney-Registration.pdf)

- ✓ Make sure that the form is filled out **entirely**.
- ✓ Information that is omitted will stall the registration process.
- ✓ A FEIN (Federal Employer Identification Number) is mandatory.

Submit the form to the below email address:

[webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov)



### CHECK EMAIL

When a law firm requests WebFile access, the Commission creates a Site Administrator account for the firm. The Site Administrator will receive temporary login credentials via email and then may log in to register their account with the Commission. Once registered, the Site Administrator must activate the firm's attorney accounts within WebFile.



## SA A ACTIVATE A NEW ATTORNEY USER

This section covers the procedures Site Administrators will use to activate an Attorney User. The Site Administrator must complete steps 1 - 9 and the Attorney User will need to complete steps 10 - 21.

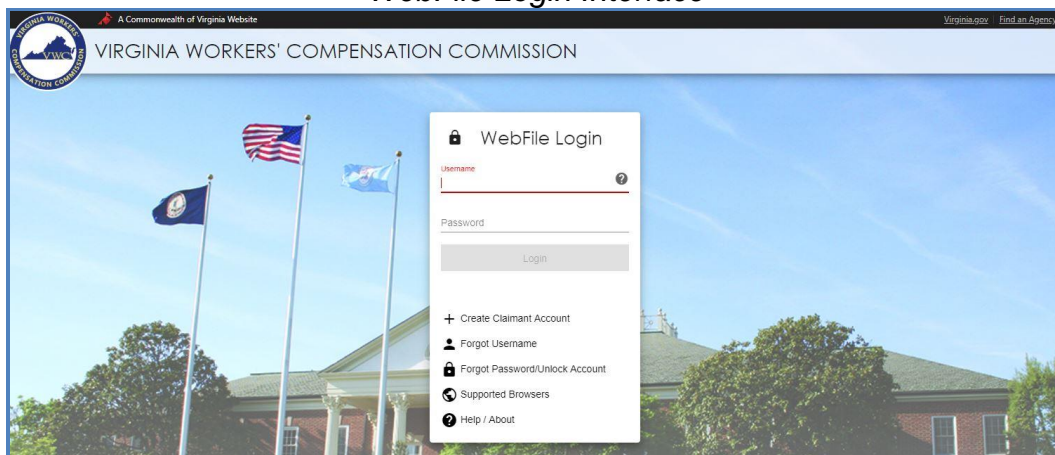
### info BEFORE YOU GET STARTED

- ✓ The Site Administrator **must** complete the registration process and be set up by the Commission.
- ✓ The prospective Attorney User's information **must** be submitted and housed in the Commission's master database.

### STEPS TO COMPLETE SA

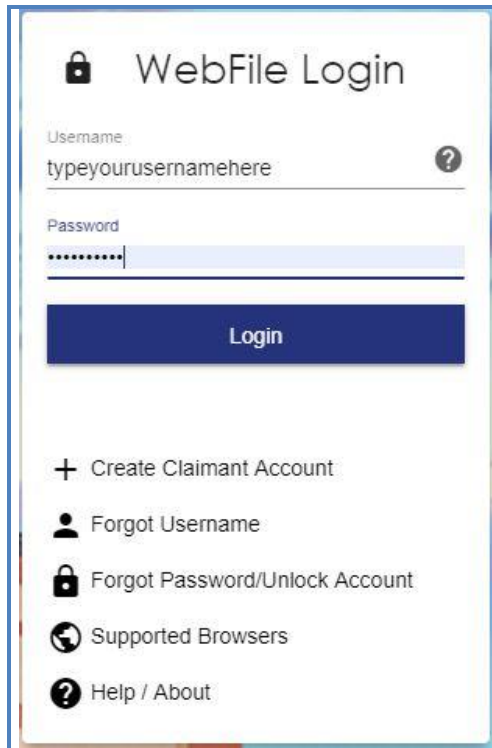
1. Go to the WebFile website at:  
[webfile.workcomp.virginia.gov](http://webfile.workcomp.virginia.gov).

#### WebFile Login Interface



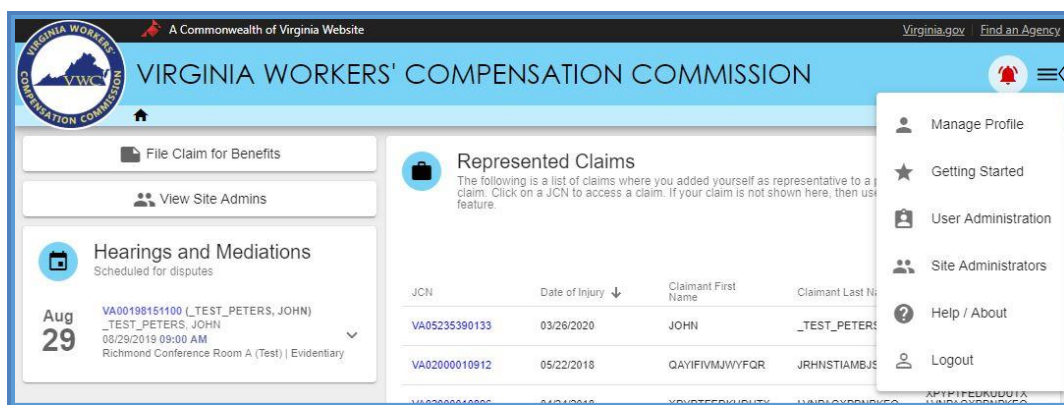
The screenshot displays the WebFile Login Interface for the Virginia Workers' Compensation Commission. The interface is set against a background image of a building with several flags flying in front of it. The header includes the Virginia Workers' Compensation Commission logo and the text "A Commonwealth of Virginia Website" and "VIRGINIA WORKERS' COMPENSATION COMMISSION". The main content area contains a "WebFile Login" form with fields for "Username" and "Password", a "Login" button, and a list of links: "Create Claimant Account", "Forgot Username", "Forgot Password/Unlock Account", "Supported Browsers", and "Help / About".

2. Enter Username and Password
3. Click the “Login” button.



The image shows a 'WebFile Login' form. At the top, there is a lock icon and the title 'WebFile Login'. Below this, there are two input fields: 'Username' with the placeholder text 'typeyourusernamehere' and a question mark icon, and 'Password' with a masked input field showing eight dots. A blue 'Login' button is positioned below the password field. At the bottom of the form, there are several links: '+ Create Claimant Account', 'Forgot Username', 'Forgot Password/Unlock Account', 'Supported Browsers', and 'Help / About'.

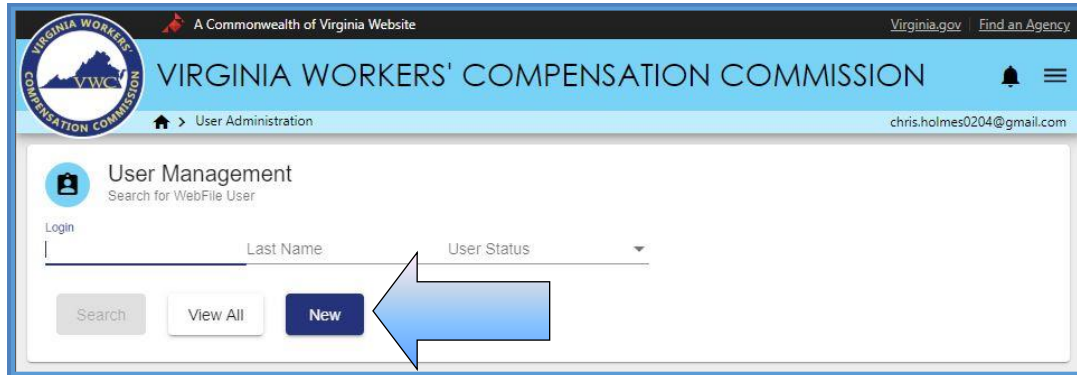
4. Click the menu dropdown ( ≡ ) in the top right and select “User Administration.”



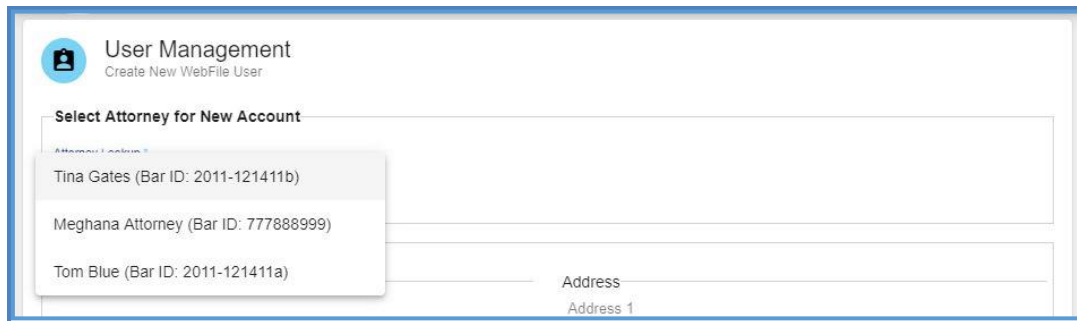
The image is a screenshot of the Virginia Workers' Compensation Commission (VWC) website. The header includes the VWC logo, the text 'A Commonwealth of Virginia Website', and links to 'Virginia.gov' and 'Find an Agency'. The main navigation bar contains the text 'VIRGINIA WORKERS' COMPENSATION COMMISSION'. A blue arrow points to the menu dropdown icon (three horizontal lines) in the top right corner. The dropdown menu is open, showing the following options: 'Manage Profile', 'Getting Started', 'User Administration', 'Site Administrators', 'Help / About', and 'Logout'. The 'User Administration' option is highlighted. Below the menu, the page content is visible, including a 'File Claim for Benefits' button, a 'View Site Admins' button, and a 'Hearings and Mediations' section. The 'Represented Claims' section is also visible, showing a table of claims with columns for JCN, Date of Injury, Claimant First Name, and Claimant Last Name.

JCN	Date of Injury ↓	Claimant First Name	Claimant Last Name
VA05235390133	03/26/2020	JOHN	_TEST_PETERS
VA02000010912	05/22/2018	QAYIFVMJWYFQR	JRHNTIAMBJS

5. Click “New” to add a user.

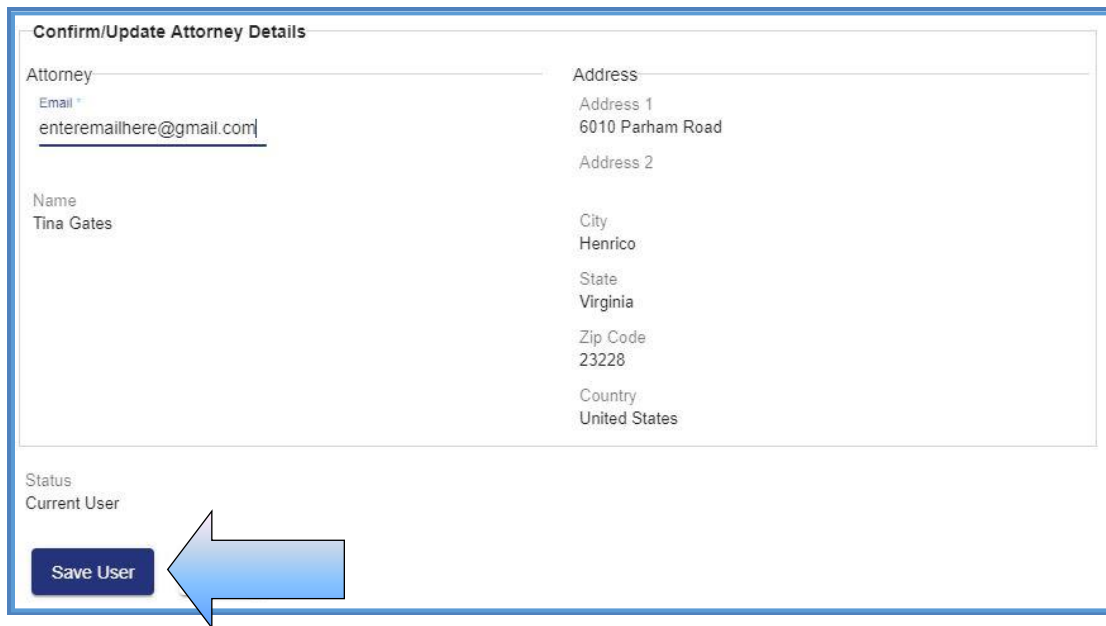


6. Click Attorney Lookup (the dropdown menu will display all users associated with the law firm) and then select a name.\*



\*If you are both the Site Administrator and an Attorney User (e.g., you are a sole proprietor), select your own record from the list of available attorneys.

7. Enter the Attorney User's email in the "Confirm/Update Attorney Details" section.
8. Click the "Save User" button.



9. An email with the Attorney User's temporary password will be generated and sent to the attorney email address.

### IMPORTANT



*Temporary password emails may show up in a spam/junk folder. Email security settings and contact lists may need to be adjusted to allow future emails. Please consult your Internet Service Provider (ISP) with any questions pertaining to these settings.*



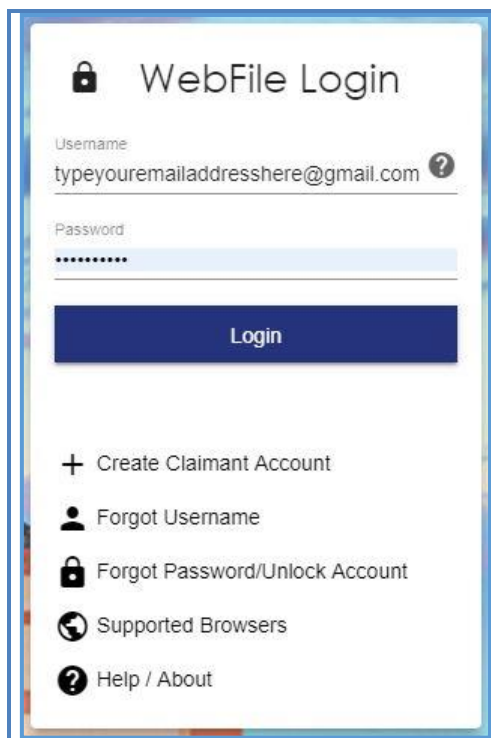
### TRANSITION

*At this point, the **Site Administrator's** involvement in this process is complete.  
**The Attorney User will need to complete the remaining steps.***

10. New Attorney User will need to access the WebFile website at:

[webfile.workcomp.virginia.gov/](http://webfile.workcomp.virginia.gov/)

11. Enter the Username (email address) and Password provided to you from [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov).
12. Click the “Login” button.



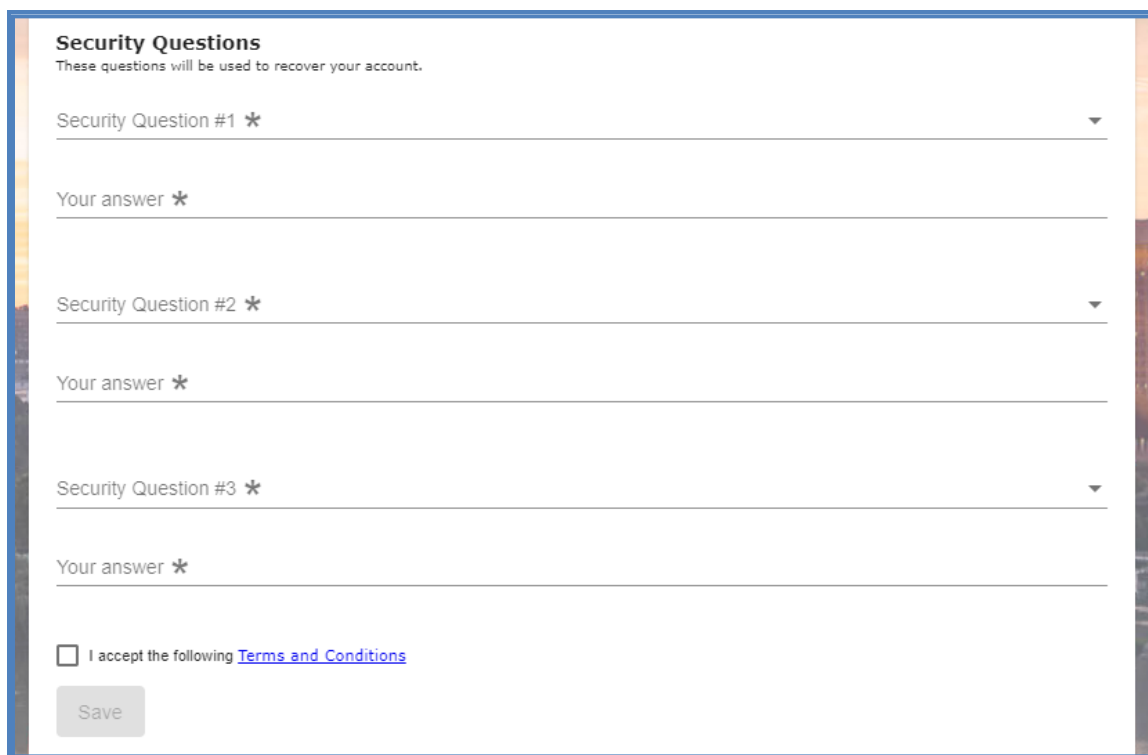
The image shows a 'WebFile Login' form. At the top, there is a lock icon and the text 'WebFile Login'. Below this, there are two input fields: 'Username' with the placeholder text 'typeyouremailaddresshere@gmail.com' and a question mark icon, and 'Password' with a masked password '\*\*\*\*\*'. A blue 'Login' button is positioned below the password field. At the bottom of the form, there are several links: '+ Create Claimant Account', 'Forgot Username', 'Forgot Password/Unlock Account', 'Supported Browsers', and 'Help / About'.

13. Create a Username.
14. Create a new password and confirm.



The image shows a 'Register' form. At the top, it says 'Register webfilelawyer55@gmail.com' with a note '\* required field'. Below this, there are three sections: 'Pick a username' with a note 'A username must be between 6 and 50 characters. It may contain letters, numbers, @, +, \_ , .', 'Create a password' with a note 'Minimum 8 characters. At least one number, one digit and one special character. No spaces.', and 'Confirm New Password'. Each section has a corresponding input field with an asterisk indicating it is required.

15. Select and answer three security questions. These questions will assist you in case you are ever locked out of the system or forget your password. Answers are case sensitive.
16. Review the Terms and Conditions by clicking on the “Terms and Conditions” link in the bottom left hand corner.
17. After reviewing, check the box to accept the Terms and Conditions.
18. Click “Save” to complete your registration.



The screenshot shows a web form titled "Security Questions" with the subtitle "These questions will be used to recover your account." It contains three identical sections for security questions. Each section has a dropdown menu for the question and a text input field for the answer, both marked with an asterisk. At the bottom, there is a checkbox labeled "I accept the following" followed by a blue hyperlink "Terms and Conditions". Below this is a grey "Save" button.

19. Confirmation message verifying your successful registration is displayed.
20. Click the “OK” button.
21. Log back in to WebFile with the new Username and permanent password.

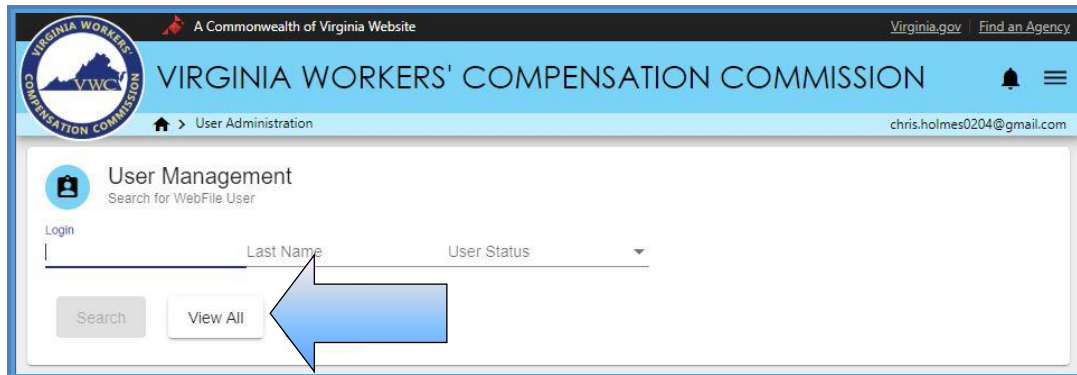
## ACTIVATE OWN ATTORNEY ACCOUNT



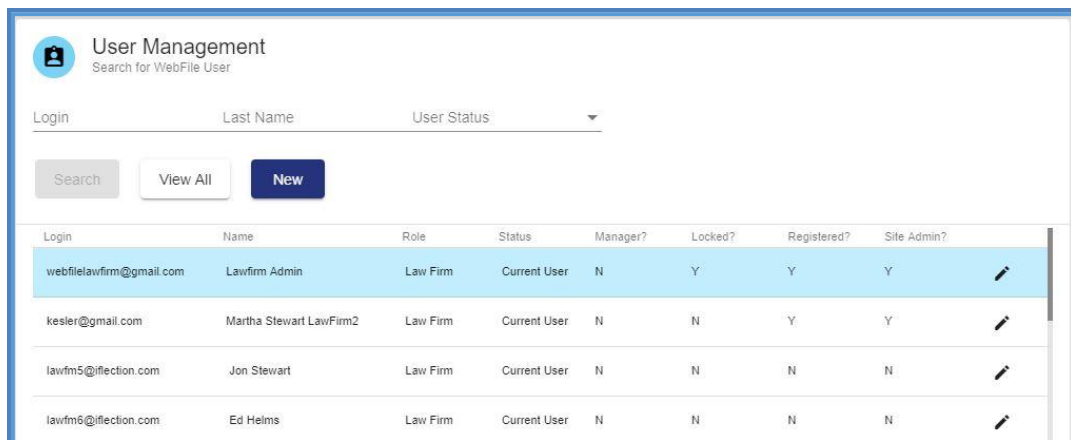
### STEPS TO COMPLETE

1. Go to the WebFile website at:  
[webfile.workcomp.virginia.gov](http://webfile.workcomp.virginia.gov).

2. Enter Username and Password
3. Click the “Login” button.
4. Click the menu dropdown in the top right and select “User Administration.”
5. Click “View All” to add a user.



6. Next to your account, click the edit icon (  ) on the right of the screen.



7. Click Attorney Lookup and then select your account.
8. Click the “Save User” button.

This section covers the procedure for searching for an existing Attorney User in your law firm's user list. This is a useful way to audit who has access, and modify an existing user's profile or reset a password.

## info

### BEFORE YOU GET STARTED

- ✓ Set up as a Site Administrator by the Commission.
- ✓ Finished Registration process.
- ✓ Created an Attorney User profile.



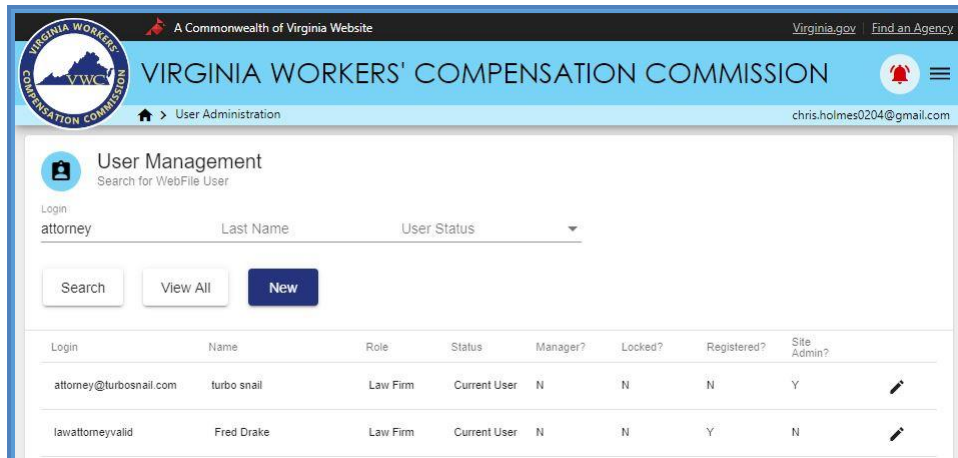
### STEPS TO COMPLETE

1. Log in to WebFile.
2. Click the menu dropdown in the top right and select "User Administration."
3. Enter either a Username Login or a Last Name.
4. Click on the "Search" button.

The screenshot displays the 'User Management' section of the Virginia Workers' Compensation Commission website. The header includes the VWC logo and the text 'A Commonwealth of Virginia Website'. The main content area has a title 'User Management' and a subtitle 'Search for WebFile User'. Below this, there are three input fields: 'Login', 'Last Name', and 'User Status' (which is a dropdown menu). A 'Search' button is located at the bottom left of the search area. A large blue arrow points from the 'Search' button towards the left, indicating the next step in the process.



### Search Results:



Virginia Workers' Compensation Commission

A Commonwealth of Virginia Website

Virginia.gov Find an Agency

Home > User Administration chris.holmes0204@gmail.com

### User Management

Search for WebFile User

Login: attorney Last Name: User Status: ▼

Search View All New

Login	Name	Role	Status	Manager?	Locked?	Registered?	Site Admin?
attorney@turbosnail.com	turbo snail	Law Firm	Current User	N	N	N	Y
lawattorneyvalid	Fred Drake	Law Firm	Current User	N	N	Y	N

5. Enter new information or click the “Search” button if changes to the existing search are needed.

### QUICK TIPS



Selecting “View All” from the search screen provides a view of all Attorney Users within your organization. You can use this to see the status of current users, such as whether or not they have registered and if their account has been locked. This should be your first step to determine if a user’s account has been locked.



## DEACTIVATE ATTORNEY USER ACCESS

This section covers the procedures for deactivating access for an Attorney User.

### IMPORTANT



*An Attorney User should be deactivated if the user is no longer eligible to view claims or is no longer employed by (or associated with) the firm. If a user violates the Terms and Conditions, the Commission has the right to deactivate their access.*

*Removing an Attorney from a profile does not remove them from a case, it just blocks WebFile access. You will need to file a Motion to Substitute Counsel or Withdraw as appropriate. You may file a Motion to Substitute through WebFile.*






### BEFORE YOU GET STARTED

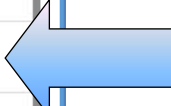
- ✓ Set up as a Site Administrator by the Commission.
- ✓ Finished Registration process.
- ✓ Created an Attorney User profile.



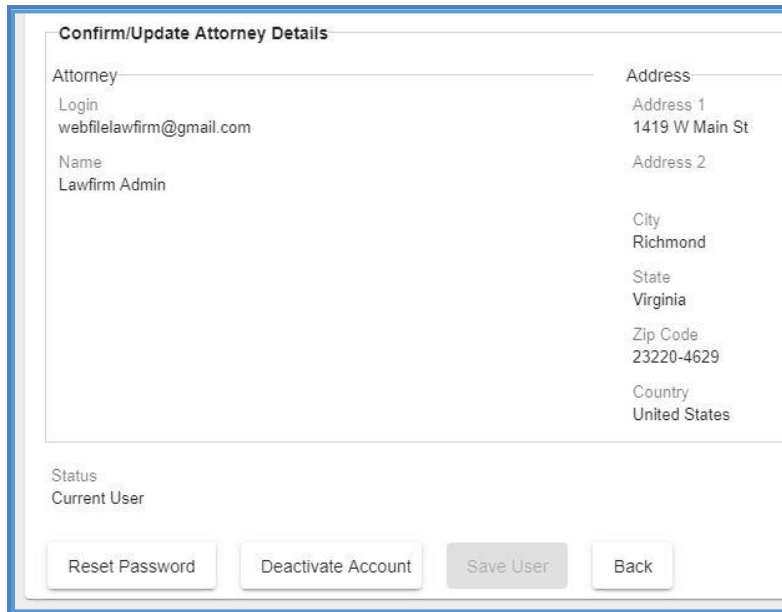
### STEPS TO COMPLETE

1. Access user's profile.
2. Navigate to the right side of the screen and click the "Edit" button.

Status	Manager?	Locked?	Registered?	Site Admin?	
Current User	N	Y	Y	Y	
Current User	N	N	Y	Y	
Current User	N	N	N	N	

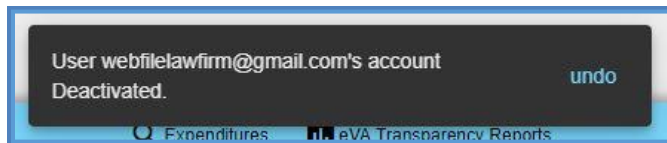


3. Click the “Deactivate Account” button under the “Confirm/Update Attorney Details” section.



The screenshot shows a web form titled "Confirm/Update Attorney Details". It is divided into two main columns. The left column is labeled "Attorney" and contains fields for "Login" (webfilelawfirm@gmail.com) and "Name" (Lawfirm Admin). The right column is labeled "Address" and contains fields for "Address 1" (1419 W Main St), "Address 2", "City" (Richmond), "State" (Virginia), "Zip Code" (23220-4629), and "Country" (United States). Below these fields, there is a "Status" section showing "Current User". At the bottom of the form, there are four buttons: "Reset Password", "Deactivate Account", "Save User", and "Back".

4. A confirmation message will be displayed.



#### QUICK TIPS

*Reactivate deactivated profiles by clicking the “Reactivate Account” button.*

## SA A CHANGE PASSWORD

This section covers changing a password after a profile has been created.

### info BEFORE YOU GET STARTED

*Remember the WebFile Password Criteria:*

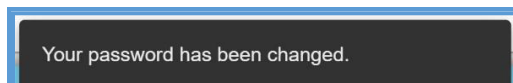
- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Passwords will expire every 90 days and will not be re-usable for 12 months.



### STEPS TO COMPLETE

1. Click the menu dropdown ( ≡ ) in the top right and select “Manage Profile.”
2. Go to the “Change Password” section.
3. Enter the current profile password.
4. Enter and confirm the new password.
5. Click the “Update Password” button.

6. A confirmation message will appear.



If you have any questions, contact the Commission at **877-664-2566** or [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov).

## SA A PASSWORD RESET

This section covers how to reset a password. There are two methods that can be used in WebFile. One is for the user to reset a forgotten password and the other is for the Site Administrator to reset a forgotten password.

### RESET A FORGOTTEN PASSWORD



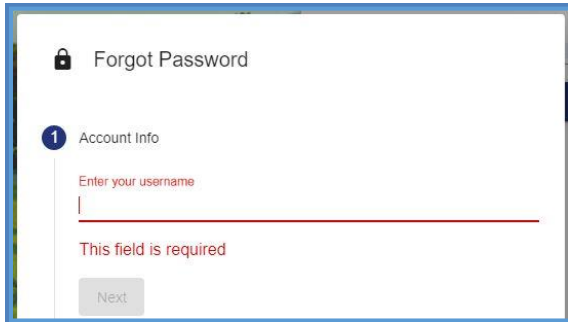
#### STEPS TO COMPLETE

On the log in screen, you have the option to request a new password.

1. Click “Forgot Password/Unlock Account.”

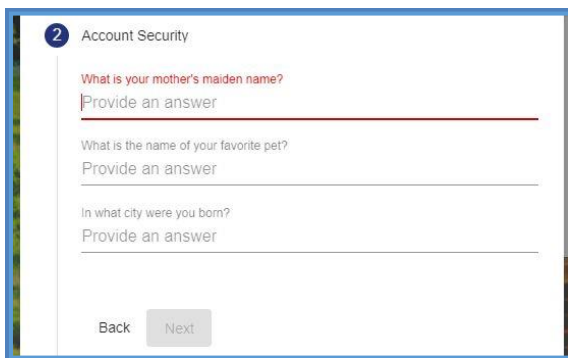
The screenshot shows the 'WebFile Login' interface. At the top, there's a lock icon and the title 'WebFile Login'. Below this are two input fields: 'Username' and 'Password', each with a red underline and a question mark icon to the right. A grey 'Login' button is positioned below the password field. At the bottom, there's a list of links with icons: a plus sign for 'Create Claimant Account', a person icon for 'Forgot Username', a lock icon for 'Forgot Password/Unlock Account', a globe icon for 'Supported Browsers', and a question mark icon for 'Help / About'. A large blue arrow points from the right towards the 'Forgot Password/Unlock Account' link.

2. Enter your username and click the “Next” button.



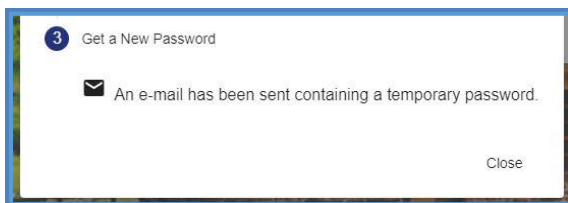
The screenshot shows a web form titled "Forgot Password" with a lock icon. Below the title is a progress indicator with a blue circle containing the number "1" and the text "Account Info". The form has a text input field labeled "Enter your username" in red text. Below the input field is a red error message: "This field is required". At the bottom of the form is a grey button labeled "Next".

3. Answer the three security questions from initial registration and click the “Next” button. Answers are case sensitive.



The screenshot shows a web form titled "Account Security" with a progress indicator showing "2". The form contains three text input fields, each with a red question label and a red "Provide an answer" prompt. The questions are: "What is your mother's maiden name?", "What is the name of your favorite pet?", and "In what city were you born?". At the bottom of the form are two grey buttons: "Back" and "Next".

4. A confirmation message will appear and an email will be sent.



The screenshot shows a web form titled "Get a New Password" with a progress indicator showing "3". The form contains a message: "An e-mail has been sent containing a temporary password." with an envelope icon. At the bottom right of the form is a grey button labeled "Close".

5. Retrieve the email from [noreply@workcomp.virginia.gov](mailto:noreply@workcomp.virginia.gov) containing the new, temporary password. **This password will expire in 5 days.** The email could also be in a spam or junk folder.
6. After logging in with your username and temporary password, you will be required to create a new permanent password and set up three new security questions.

If you cannot remember the answers to your security questions, contact the Commission at **877-664-2566** or please visit [workcomp.virginia.gov/webfile/webfile-support-request](http://workcomp.virginia.gov/webfile/webfile-support-request) and complete a WebFile Support Request.

## RESET AN ATTORNEY USER PASSWORD AS A SITE ADMINISTRATOR



### STEPS TO COMPLETE

SA

1. Log in to WebFile.
2. Click the menu dropdown in the top right and select “User Administration.”
3. Click the “View All” button.
4. Click the “Edit” icon next to the attorney account to be edited.
5. Click the “Reset Password” button.

The screenshot displays the 'User Management' interface for editing a WebFile user. At the top, it says 'User Management' and 'Edit WebFile User'. Below this is a section titled 'Select Attorney for Account' with a dropdown menu showing 'Sally Lawless (Bar ID: ...)'. The next section is 'Confirm/Update Attorney Details', which contains two columns of information. The left column, labeled 'Attorney', shows 'Login: atty5@ifflection.com' and 'Name: Sally Lawless'. The right column, labeled 'Address', shows 'Address 1: 2414 Libbie Ave.', 'Address 2: ', 'City: Richmond', 'State: Virginia', 'Zip Code: 23230-2332', and 'Country: United States'. At the bottom left, the 'Status' is 'Current User'. At the bottom right, there are three buttons: 'Reset Password', 'Save User', and 'Back'. A large blue arrow points to the 'Reset Password' button.

Confirm/Update Attorney Details	
Attorney	Address
Login atty5@ifflection.com	Address 1 2414 Libbie Ave.
Name Sally Lawless	Address 2 
	City Richmond
	State Virginia
	Zip Code 23230-2332
	Country United States

Status  
Current User

Reset Password Save User Back

This section covers changing an email address after a profile has been created.

## info

## BEFORE YOU GET STARTED

- ✓ Email address can **only** be changed if attorney remains associated with the current firm.
- ✓ Attorneys moving to a new firm must notify the Clerk's Office and indicate if cases will be moved to the new firm.
- ✓ Attorneys moving to a new firm will need to request a new WebFile profile.



## STEPS TO COMPLETE

1. Click the menu dropdown in the top right and select "Manage Profile."
2. Go to the "Change Email Address" section.

3. Select "Yes" or "No."
4. If you selected "Yes," due to changing your law firm, please contact the Clerk's Office at **804-205-3569**.

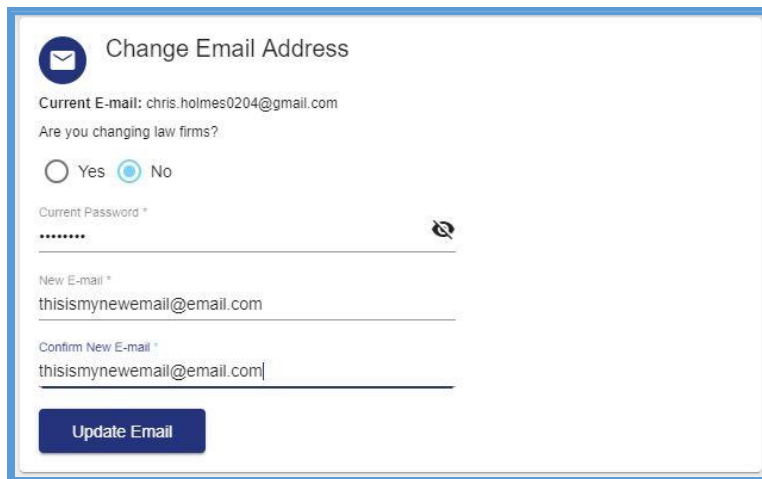
## IMPORTANT



**If you are changing law firms:** If an attorney who is currently using WebFile to manage cases before the Commission moves to a new firm and wishes to continue managing their existing cases through WebFile in the new firm, the attorney **MUST** contact the Clerk's Office (804-205-3569) for assistance.



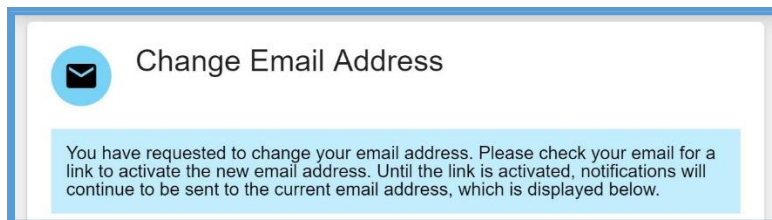
5. If you selected “No,” enter the current profile password.
6. Enter and confirm the new email address.
7. Click the “Update Email” button.



The screenshot shows a web form titled "Change Email Address" with an envelope icon. It contains the following fields and options:

- Current E-mail:** chris.holmes0204@gmail.com
- Are you changing law firms?:** Radio buttons for "Yes" and "No". The "No" button is selected.
- Current Password \*:** A text field with masked characters (dots) and a toggle icon to show/hide the password.
- New E-mail \*:** thisismynewemail@email.com
- Confirm New E-mail \*:** thisismynewemail@email.com
- Update Email:** A blue button at the bottom.

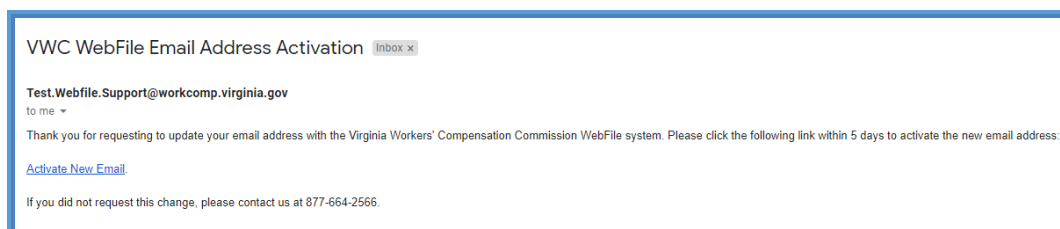
8. A confirmation message will appear and will provide instructions to complete the email change.



The screenshot shows a confirmation message titled "Change Email Address" with an envelope icon. The message text is:

You have requested to change your email address. Please check your email for a link to activate the new email address. Until the link is activated, notifications will continue to be sent to the current email address, which is displayed below.

9. Open the email from [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov) with a subject of “VWC WebFile Email Address Activation.”
10. Click the “Activate New Email” link.



The screenshot shows an email titled "VWC WebFile Email Address Activation" with a tab labeled "Inbox x". The email content is as follows:

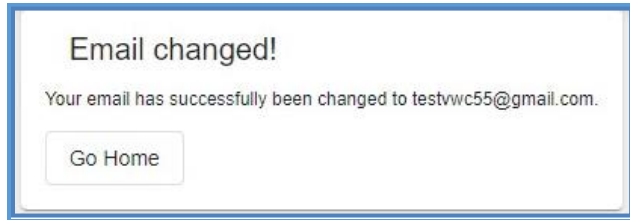
**Test.Webfile.Support@workcomp.virginia.gov**  
to me ▾

Thank you for requesting to update your email address with the Virginia Workers' Compensation Commission WebFile system. Please click the following link within 5 days to activate the new email address.

[Activate New Email](#)

If you did not request this change, please contact us at 877-664-2566.

11. Access WebFile and verify that the email address has changed.



Questions regarding WebFile processes should be directed to the Commission at 877-664-2566 or please visit [workcomp.virginia.gov/webfile/webfile-support](http://workcomp.virginia.gov/webfile/webfile-support) and complete a WebFile Support Request.

## A NOTE REPRESENTATION

This section covers the procedure for gaining access to a claim record by first noting representation through WebFile.



### IMPORTANT

*Attorney Users cannot access a claim record until they have noted representation of one or more of the parties.*




### STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the “Represented Claims” section.
3. Click the “Add” button.



4. Enter the Jurisdiction Claim Number (JCN) and the Date of Injury.
5. Click the “Next” button.

6. Select the party you represent.
7. Click the “Submit” button.



### Note Representation

Enter the JCN and Injury Date from your client's claim in order to note representation. This information can be found on the Notification of Injury letter or by contacting the commission.

Jurisdiction Claim Number:  
VA00000012549

Injury Date:  
12/03/2008

Select Party You Represent:

☐ Claimant (Fresh, Kim)  
☐ Claim Administrator (CHAP ADMIN INC)  
☒ Other Party:

Please select a Letter of Representation to upload for this request (Adobe Acrobat Format Only). If you submitted a Letter of Representation for one of the non-Claimant/Claim Administrator parties you will have to wait several days for verification before having access to the claim records. Otherwise please use the Represented Claims portlet to find your newly associated claim.

[Previous](#)

Please consider the table below when selecting representation.

Party	Representing	Documentation	Access
Claimant	Injured Worker	None	Immediate Access
Claim Administrator*	Both Employer and Insurer “Defense”	None	Immediate Access
Other	Medical Provider or Employer or Insurer	Letter of Representation	2-3 Business Days

\*If representing the “Defense,” a FROI must be filed with the Commission. If a FROI is not on file, “Other” must be selected and a letter of representation must be uploaded.

8. Once the transaction is complete, a success message will appear and the JCN will appear in the “Represented Claims” section.

**Note:** Represented Claims will also appear once the Clerk’s Office completes noting representation process if “Other” is selected.

You were successfully associated  
with the selected claim. [View Claim](#)

## IMPORTANT

***You must copy your opponent on the letter noting your representation, as well as on any other notice or document that you would normally send today.***



*If your opponent is a WebFile user, they will receive an electronic notification and can view this transaction.*

WebFile Attorney Users have the option of “opting out” of paperless. This is discussed in greater detail in the [Paperless Options](#) section.

## QUICK TIPS



*Attorney Users can have access to files even though a colleague is the Primary Attorney. This way, one can help “cover” for attorneys on vacation or with hearing conflicts.*

*If you wish to be noted as the Primary Attorney, you may do so when first noting your Representation; otherwise, you may contact the Deputy Commissioner’s office handling the case to make this request.*



## SEARCH AND VIEW CASE RECORD

This section covers the process attorneys use to search for and view case records.



### BEFORE YOU GET STARTED

- ✓ Attorney has access to WebFile and has noted representation.



### STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the “Represented Claims” section.
3. Click on the JCN to view specifics of the record you wish to see; this will take you to the “Claim Summary” section.

Represented Claims				
The following is a list of claims where you added yourself as representative to a party to that claim. Click on a JCN to access a claim. If your claim is not shown here, then use the Note Representation feature below.				
<button>Note Representation</button>				
0 active filters				
JCN	Date of Injury	Claimant First Name	Claimant Last Name	Party Represented
VA02000010912	5/22/18	QAYIFVMJWYFQR	JRHNSTIAMBJSJW	QAYIFVMJWYFQR JRHNSTIAMBJSJW
VA02000010896	4/24/18	XPYPTFEDKUDTX	LVNPAGXPPNPKEQ	XPYPTFEDKUDTX LVNPAGXPPNPKEQ

4. Review the information available.

**VIRGINIA WORKERS' COMPENSATION COMMISSION**

Claim Summary

**JOHN\_TEST\_PETERS**  
VA0225390133

Employee Social Security Number: \*\*\*-\*\*-6745  
Claims Administration Claim Number: VA05235390133  
Date of Injury: 03/26/2020  
Claim Type: Lost Time/Indemnity  
Employer: \_TEST\_GELATO FARMS OF VA  
Insurer: BLACKBERRY INS

**Claim Status Overview**

- ☒ Claim for Benefits Filed
- ☐ Claim Denied by Insurer
- ☐ In ADR
- ☐ Payments Reported
- ☐ Average Weekly Wage
- ☐ Award Entered by Commission

**Incident Details**  
VA0225390133  
Date of Injury: 03/26/2020

**Party Details**

<b>Claimant</b> JOHN_TEST_PETERS Employee Social Security Number: ***-**-6745 Date of Birth: 08/11/1980 Address: 11732 W Broad St Richmond, Virginia 23233-1005 United States	<b>Claimant's Attorney (Primary)</b> Bob Bradley Law Firm: Dewey Cheatham and Howe FEIN: 123456789 Attorney's Email: rdm@wvc.com Phone: 222-2222 Address: 207 N Rowland St Richmond, Virginia 23220-3429 United States	<b>Claimant's Attorney</b> Ginger Parlett Law Firm: WebFile Law Firm FEIN: 724349086 Attorney's Email: perfectginger@yahoo.com Address: 1000 Dmy Dr Richmond, Virginia 23220-2008 United States	<b>Employer</b> _TEST_GELATO FARMS OF VA FEIN: 111111112 Mailing Address: 1904 Emmet St N Charlottesville, Virginia 22901-2815 United States
<b>Employer's Attorney (Primary)</b> Chris Holmes Law Firm: WebFile Law Firm FEIN: 724349086 Attorney's Email: chris.holmes0204@gmail.com Phone: 8045551212 Address:	<b>Employer's Attorney</b> Mariana Sutton Law Firm: WebFile Law Firm FEIN: 724349086 Attorney's Email: marianauton207@yahoo.com Phone: 8045550202 Address: 1000 Dmy Dr Richmond, Virginia 23220-2008 United States	<b>Claim Administrator</b> ALLIANCE INSURANCE Claim Administrator FEIN: 887530001 Adjuster Name: No Adjuster Specified Phone: 757-221-4301 ext 2232 Address: 1107 S Craig Ave Covington, Virginia 24426-2245 United States	<b>Insurance Carrier</b> BLACKBERRY INS Insurer Carrier FEIN: 0188753009 Insurer Carrier Type Code: Self-Insurer Address: 1000 Dmy Dr Richmond, Virginia 23220-2008 United States

## PARTY DETAILS

The Party Details tab is the default view and is pre-selected.

### Party Details Interface

The screenshot shows the 'Party Details' tab selected in the Virginia Workers' Compensation Commission interface. The sidebar on the left contains 'Incident Details' and 'Claim Status Overview' for Kim Fresh. The main content area is divided into sections for the Claimant, Claimant's Attorney (Primary), Employer, Employer's Attorney (Primary), and Claimant's Attorney (Secondary). Each section displays contact information including name, employee green card number, date of birth, gender, address, FEIN, and attorney's email.

The chart below lists information available to claimants within the “Party Details” tab.

Incident Details	General information regarding the reported incident such as dates, description and location.
Claimant	The party who sustained an injury or occupational disease on the job.
Employer	The person or entity with control over your work activities.
Claim Administrator	The organization responsible for administering a workers' compensation claims.
Insurance Carrier Designated Representative	Each insurance carrier licensed to write workers' compensation coverage in the Commonwealth of Virginia, each employer certified as a self-insurer by the Virginia Workers' Compensation Commission, and each group association licensed as a self-insurer by the State Corporation Commission is hereby ordered to designate and maintain a representative in Virginia.
Insurance Carrier	A company licensed to write workers' compensation coverage in Virginia.
Additional Parties	Parties to a claim include the injured worker, employer, carrier, claim administrator, and attorneys of record for the injured worker, employer, or carrier. Typically, family members are not considered a party to the claim unless the Commission has authorization from the injured worker. This may also include health care providers who have filed a claim, and their attorneys of record.

\*Attorneys that represent both Employer and Insurance Carrier are listed under the “Claim Administrator” section.



## VIEW ELECTRONIC NOTIFICATIONS

This section covers the steps for viewing the summary of electronic notifications.



### IMPORTANT

WebFile's electronic notifications do **NOT** satisfy the requirement to copy opponents. Attorneys must still copy opponents using existing methods and processes.



### BEFORE YOU GET STARTED

- ✓ Attorney is registered user
- ✓ Attorney is already associated with a claim
- ✓ Transactions exist which have generated relevant notifications
- ✓ **Only** active WebFile users will receive electronic notifications



### STEPS TO COMPLETE

1. View email announcing electronic notification.

#### Email Inbox View

<input type="checkbox"/> ☆ WebFileSupport	New Notification - You have received a new notification from the Virginia Workers' Compensation Commission: JCN ..	11:29 am
<input type="checkbox"/> ☆ WebFileSupport (5)	New Notification - You have received a new notification from the Virginia Workers' Compensation Commission: JCN ..	Oct 24
<input type="checkbox"/> ☆ WebFileSupport	New Notification - You have received a new notification from the Virginia Workers' Compensation Commission: JCN ..	Oct 23

#### Individual Email View

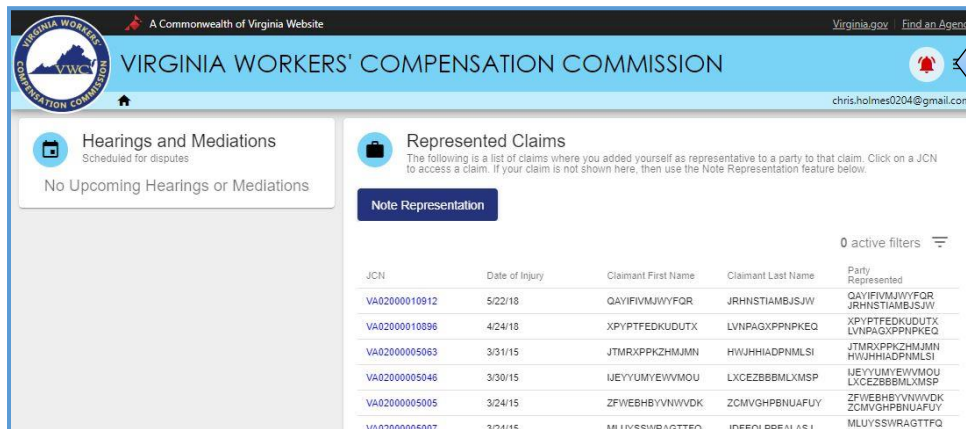
**New Notification** Inbox | X

☆ WebFileSupport@wvc.state.va.us to me show details Oct 23 (3 days ago) Reply

You have received a new notification from the Virginia Workers' Compensation Commission:  
JCN: VA00000009092  
You can view this notification by logging into the commission's WebFile system at <https://webfile.workcomp.virginia.gov/portal/wvc-portal?doLoginDialog=1>.  
Virginia Workers' Compensation Commission



2. Log in to WebFile.
3. Click the alert icon (🔔 if the notifications are old, 🔔 if the notifications are new) in the top right.



**VIRGINIA WORKERS' COMPENSATION COMMISSION**

chris.holmes0204@gmail.com

**Represented Claims**

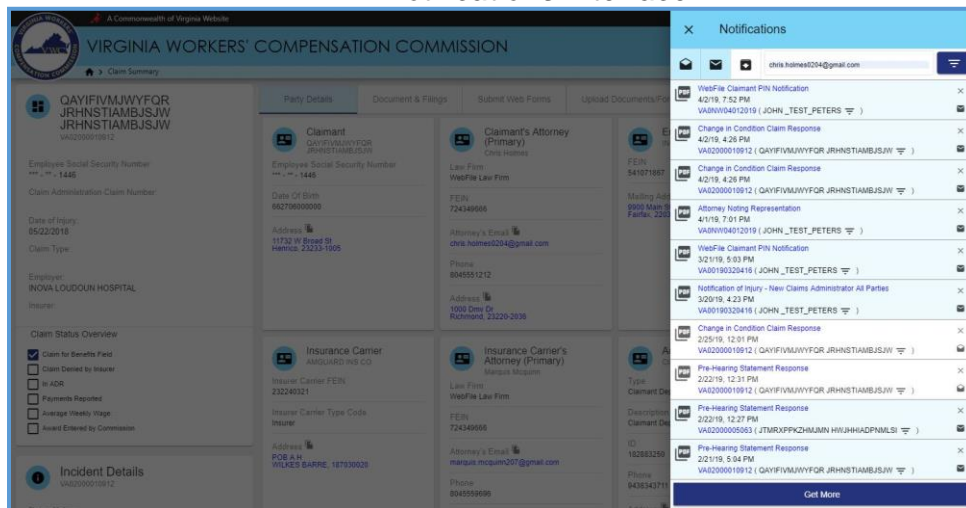
The following is a list of claims where you added yourself as representative to a party to that claim. Click on a JCN to access a claim. If your claim is not shown here, then use the Note Representation feature below.

Note Representation

0 active filters

JCN	Date of Injury	Claimant First Name	Claimant Last Name	Party Represented
VA02000010912	5/22/18	QAYIFVMJWYFOR	JRHNSTIAMBJSJW	QAYIFVMJWYFOR JRHNSTIAMBJSJW
VA02000010696	4/24/18	XPYPTFEDKUDUTX	LVNPAGXPPNPKEQ	XPYPTFEDKUDUTX LVNPAGXPPNPKEQ
VA02000005063	3/31/15	JTMRXPPKZHMJMN	HWJHDIADPNMLSI	JTMRXPPKZHMJMN HWJHDIADPNMLSI
VA02000005046	3/30/15	IJEYUUMYEWVMOU	LXCEZBBMLXMSP	IJEYUUMYEWVMOU LXCEZBBMLXMSP
VA02000005005	3/24/15	ZFWEHBHYVNVVDK	ZCMVGHBPNUAFUY	ZFWEHBHYVNVVDK ZCMVGHBPNUAFUY
VA02000005007	3/24/15	MLUVSSVWAGTTFQ	IDFQLEBFAIASI	MLUVSSVWAGTTFQ IDFQLEBFAIASI

### Notifications Interface



**VIRGINIA WORKERS' COMPENSATION COMMISSION**

chris.holmes0204@gmail.com

**Notifications**

- WebFile Claimant PIN Notification  
4/2/19, 7:52 PM  
VA02000010912 (JOHN\_TEST\_PETERS)
- Change in Condition Claim Response  
4/2/19, 4:28 PM  
VA02000010912 (QAYIFVMJWYFOR JRHNSTIAMBJSJW)
- Change in Condition Claim Response  
4/2/19, 4:28 PM  
VA02000010912 (QAYIFVMJWYFOR JRHNSTIAMBJSJW)
- Attorney Noting Representation  
4/1/19, 7:01 PM  
VA02000010912 (JOHN\_TEST\_PETERS)
- WebFile Claimant PIN Notification  
3/2/19, 5:03 PM  
VA02000010912 (JOHN\_TEST\_PETERS)
- Notification of Injury - New Claims Administrator All Parties  
3/20/19, 4:23 PM  
VA02000010912 (JOHN\_TEST\_PETERS)
- Change in Condition Claim Response  
3/20/19, 12:31 PM  
VA02000010912 (QAYIFVMJWYFOR JRHNSTIAMBJSJW)
- Pre-Hearing Statement Response  
2/22/19, 12:31 PM  
VA02000010912 (QAYIFVMJWYFOR JRHNSTIAMBJSJW)
- Pre-Hearing Statement Response  
3/22/19, 12:31 PM  
VA02000005063 (JTMRXPPKZHMJMN HWJHDIADPNMLSI)
- Pre-Hearing Statement Response  
2/21/19, 5:04 PM  
VA02000010912 (QAYIFVMJWYFOR JRHNSTIAMBJSJW)

Get More

**Party Details**

**Claimant**  
QAYIFVMJWYFOR JRHNSTIAMBJSJW  
VA02000010912  
Employee Social Security Number: 1445  
Claim Administration Claim Number: 1445  
Date of Injury: 5/22/2018  
Claim Type:   
Employer: WONA LOUDOUN HOSPITAL  
Incident:   
Claim Status Overview  
☒ Claim for Benefits Filed  
☐ Claim Denied by Insurer  
☐ W-ADP  
☐ Payments Reported  
☐ Average Weekly Wage  
☐ Award Entered by Commission

**Incident Details**  
VA02000010912

**Insurance Carrier**  
ANGUARD INS CO  
Insurer Carrier FEIN: 232240321  
Insurer Carrier Type Code: Insurer  
Address: POB A H WILKES BARRE, 187330038

**Claimant's Attorney (Primary)**  
Chris Holmes  
Law Firm: WebFile Law Firm  
FEIN: 724349966  
Attorney's Email: chris.holmes0204@gmail.com  
Phone: 8945551212  
Address: 6000 Dow Dr Richmond, 23220-2636

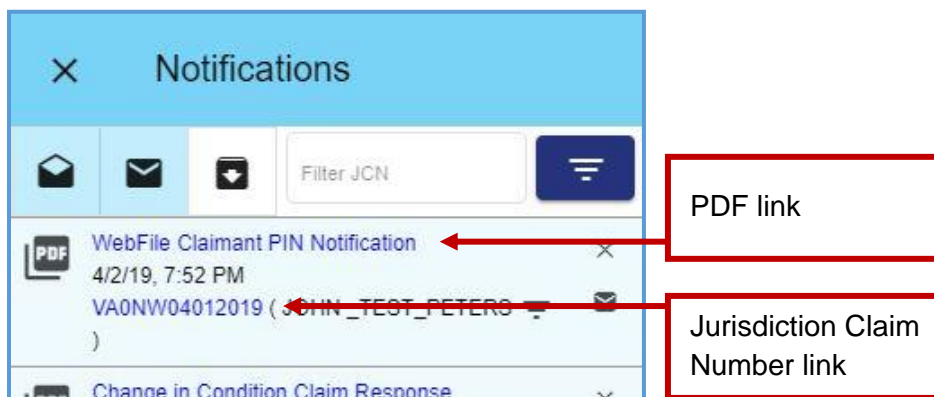
**Insurance Carrier's Attorney (Primary)**  
Reneque McQuinn  
Law Firm: WebFile Law Firm  
FEIN: 724349966  
Attorney's Email: reneque.mcquinn207@gmail.com  
Phone: 8945559666



### QUICK TIPS

The Notifications Interface contains the list of all notifications received over the past two years.

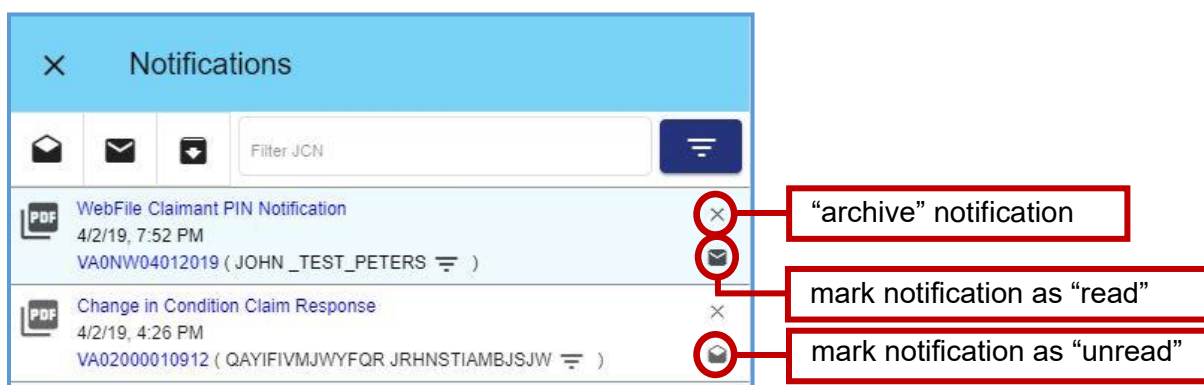
4. Review the list of notifications.
  - a. Click on the PDF link to view a document
  - b. Click the Jurisdiction Claim Number link to view the claim associated with the notification.



## CHANGE A NOTIFICATION STATUS

Once a notification is viewed, the system automatically changes it to “Read” status. The status can be changed to “Unread” or “Archive” at any time.

1. Select a new status at the right of the Notification.
  - a. Clicking the “x” icon will archive the notification.
  - b. Clicking the unopened mail icon (✉) will mark the notification as read.
  - c. Clicking the opened mail icon (📧) will mark the notification as unread.

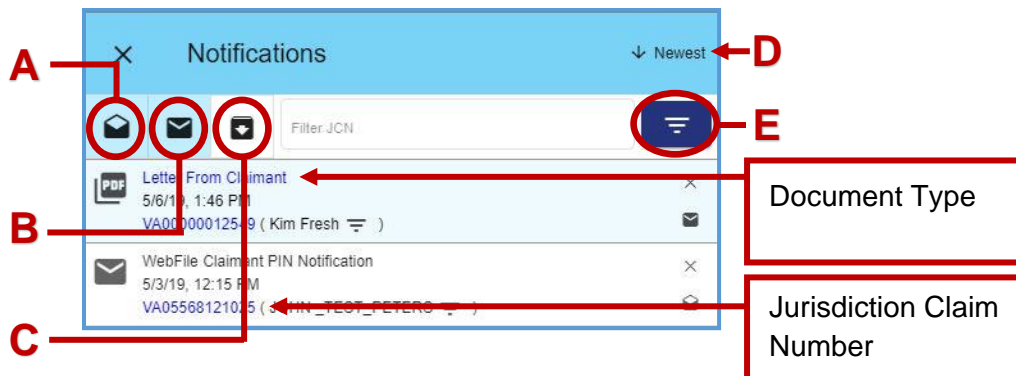







### QUICK TIPS

As the list of notifications grows over time, users are encouraged to use the archived folder option. Click the “x” icon to the right of the notification you wish to archive.

## NOTIFICATION VIEW CUSTOMIZATION

Here are some options that may make it easier to view notifications.



- A. **View Read (  )**: Clicking the “**View Read**” toggle with display **only** “read” notifications.
- B. **View Unread (  )**: Clicking the “**View Unread**” toggle with display **only** “unread” notifications.
- C. **View Archived (  )**: Clicking the “**View Archived**” toggle with display **only** “archived” notifications.
- D. **Sort Button (  )**: displays events in ascending or descending order.
- E. **Filters (  )**: Typing in the “Filter JCN” field can be used to display certain notifications on the claim associated with the JCN searched.



### QUICK TIPS

*Multiple toggles can be selected at once. To return to the standard view, be sure to unselect all toggles.*

## A DOCUMENT & FILINGS

The “Document & Filings” tab allows attorneys to view documents and upload filings associated with a claim.



### STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the “Represented Claims” section.
3. Click on the desired JCN.
4. Select the “Document & Filings” tab.

**JOHN TEST PETERS**  
VA05235390133

Employee Social Security Number:  
\*\*\* - \*\* - 6745

Claim Administration Claim Number:  
VA05235390133

Date of Injury:  
03/26/2020

Claim Type:  
Lost Time/Indemnity

Employer:  
\_TEST\_GELATO FARMS OF VA

Insurer:  
BLACKBERRY INS

Claim Status Overview

- ☒ Claim for Benefits Filed
- ☐ Claim Denied by Insurer
- ☐ In ADR
- ☐ Payments Reported
- ☐ Average Weekly Wage:
- ☐ Award Entered by Commission

**Document & Filings**

**Instructions**

- All imaged documents for this Claim are displayed below. Click the Work Event to view the document.
- You may bundle documents by checking the boxes to the left of the document name and clicking Create Doc Bundle at the bottom which will create a single PDF containing all selected items to view on your computer. You may select items on multiple pages.
- Imaged documents require a compatible Adobe PDF viewer to view and print. If you do not have compatible Adobe PDF software you may download and install it at no charge by visiting the Adobe website.

Get Adobe Reader

0 active filters

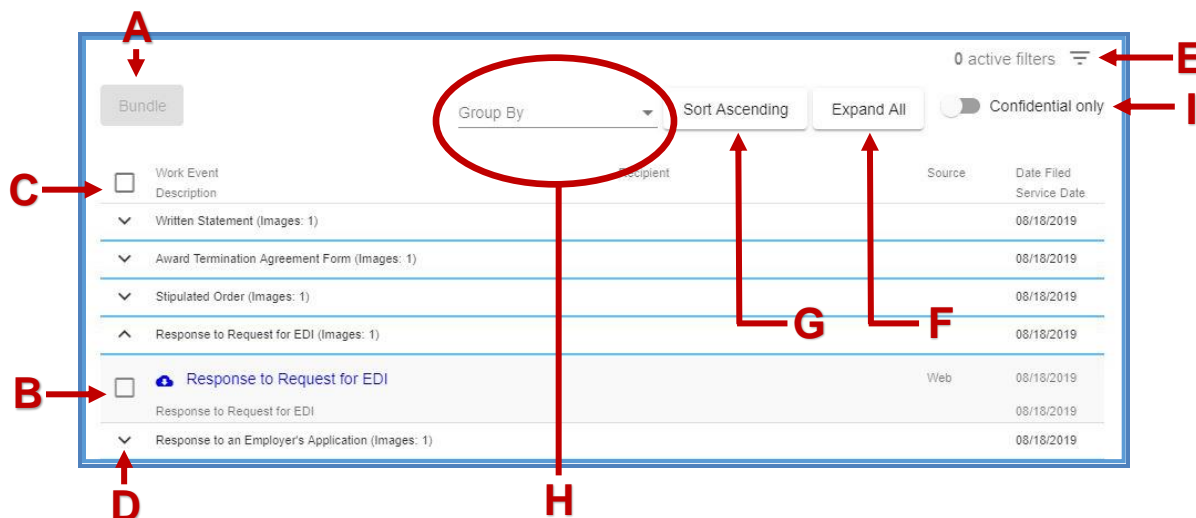
Group By Sort Ascending Expand All Confidential only

Bundle

<input type="checkbox"/>	Work Event Recipient Description	Date Filed Service Date Source
<input checked="" type="checkbox"/>	Written Statement (Images: 1)	08/18/2019
<input checked="" type="checkbox"/>	Award Termination Agreement Form (Images: 1)	08/18/2019
<input checked="" type="checkbox"/>	Stipulated Order (Images: 1)	08/18/2019
<input checked="" type="checkbox"/>	Response to Request for EDI (Images: 1)	08/18/2019

## DOCUMENT & FILINGS VIEW CUSTOMIZATION

Here are some options that may make it easier to view documents and filings.



- A. **Bundle Button:** creates a PDF combining all selected work events.
- B. **Check Toggle:** select/deselect a work event.
- C. **Check/Uncheck All Toggle:** selects/deselects all work events.
- D. **Expand:** displays the selected work event details.
- E. **Filter Button ( ≡ ):** displays fields that can be used to narrow view details.

### Filter Interface

The Filter Interface shows a form with the following fields:

- Work Event
- Recipient
- Description
- Service Date (Before)
- Service Date (On)
- Service Date (After)
- Date Filed (Before)
- Date Filed (After)

At the bottom right, there are 'Apply' and 'Clear' buttons.

- F. **Expand/Collapse All Button:** displays all work event details.
- G. **Sort Button:** displays events in ascending or descending order.
- H. **Group By Button:** displays the selected work event details.
- I. **Confidential Only Toggle:** displays only confidential documents.

## A SUBMIT WEB FORMS

This section covers the process for submitting a new filing via a Web Form. This filing creates and posts a new PDF document to the record.



### STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the “Represented Claims” section.
3. Click on the desired JCN.

**Represented Claims**  
The following is a list of claims where you added yourself as representative to a party to that claim. Click on a JCN to access a claim. If your claim is not shown here, then use the Note Representation feature below.

Note Representation

0 active filters

JCN	Date of Injury	Claimant First Name	Claimant Last Name	Party Represented
VA02000010912	5/22/18	QAYIFIVMJWYFQR	JRHNSTIAMBJSJW	QAYIFIVMJWYFQR JRHNSTIAMBJSJW

4. Select the “Submit Web Forms” tab.

Party Details Document & Filings **Submit Web Forms** Upload Documents/Forms

**Select a Web Form**

Form Type

5. Choose the Web Form from the drop down menu.

Party Details Document & Filings **Submit Web Forms** Upload Documents/Forms

**Select a Web Form**

Form Type

- Claim Form
- Pre-Hearing Statement - Claimant's Claim
- Pre-Hearing Statement - Employer's App
- Pre-Hearing Statement - Medical Provider's App
- Request for Mediation

6. Complete the blank fields and make sure all required fields marked with an asterisk (\*) are complete.



## QUICK TIPS

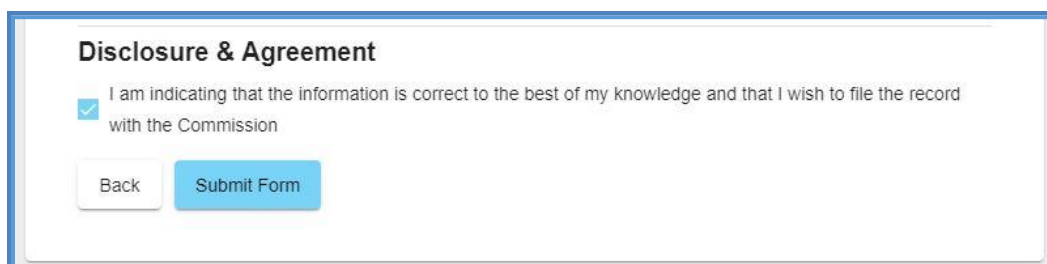
Click the Help icon ( ? ) to find additional information on how to complete a chosen Web Form.

7. Attach supporting non-encrypted PDF documents.

**Note:** Keep in mind that the total size of PDF attachments cannot exceed 15 MB.

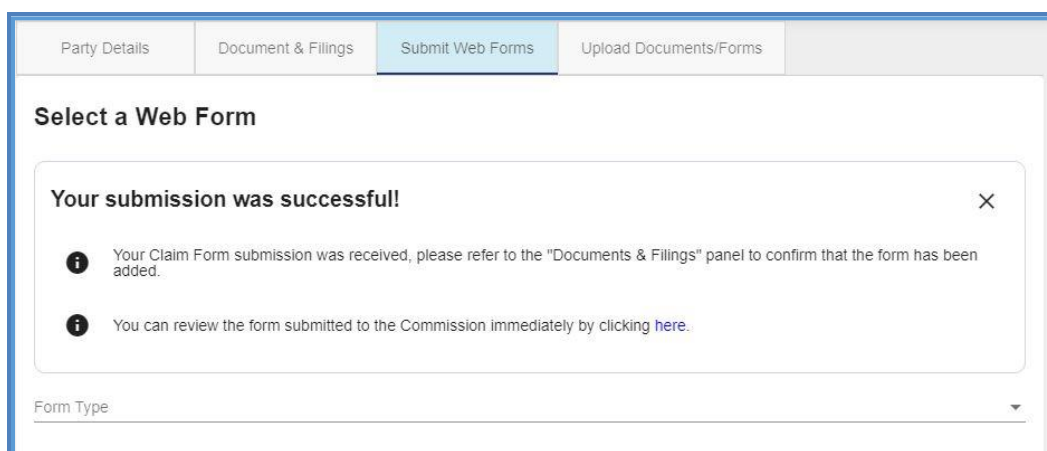
8. Attach a “Certificate of Service” document.
9. Click the “Next” button.

10. Review the content of the Web Form.
11. Read the “Disclosure & Agreement” statement and click the check box to accept.
12. Click the “Submit Form” button.



The screenshot shows a web form titled "Disclosure & Agreement". It contains a statement: "I am indicating that the information is correct to the best of my knowledge and that I wish to file the record with the Commission". A blue checkmark icon is next to the statement. Below the statement are two buttons: "Back" and "Submit Form".

13. Review the success message generated by the system.



The screenshot shows a web application interface with four tabs: "Party Details", "Document & Filings", "Submit Web Forms", and "Upload Documents/Forms". The "Submit Web Forms" tab is selected. Below the tabs is a section titled "Select a Web Form". Inside this section is a message box that says "Your submission was successful!". Below the message box are two information icons with text: "Your Claim Form submission was received, please refer to the 'Documents & Filings' panel to confirm that the form has been added." and "You can review the form submitted to the Commission immediately by clicking [here](#)." Below the message box is a "Form Type" dropdown menu.

14. Verify that a new PDF has been added to the record by selecting the link in the success message to open the PDF.

### IMPORTANT



*Attorneys may edit and change existing data as part of the filing process. This data does not update the master data in the record, however, but does provide the opportunity to submit edited data so that it becomes a part of the overall record.*



### QUICK TIPS

*Clicking on the “Documents & Filings” tab and then selecting the appropriate link will also open the submitted web form.*



## A UPLOAD DOCUMENTS AND FORMS

This section covers the steps for uploading PDF documents to a case record.

### IMPORTANT



WebFile will send electronic notifications to all parties to the claim indicating that a document has been uploaded. Users may then log in and review the filing. Filers are still obligated to send paper copies to opponents.

**Continue to send sealed documents to the Commission on paper, since uploaded documents are immediately viewable by all approved users.**



### BEFORE YOU GET STARTED

- ✓ Document to be saved in PDF format.
- ✓ Document must be non-encrypted PDF.
- ✓ The total size of PDF attachments cannot exceed 15 MB.

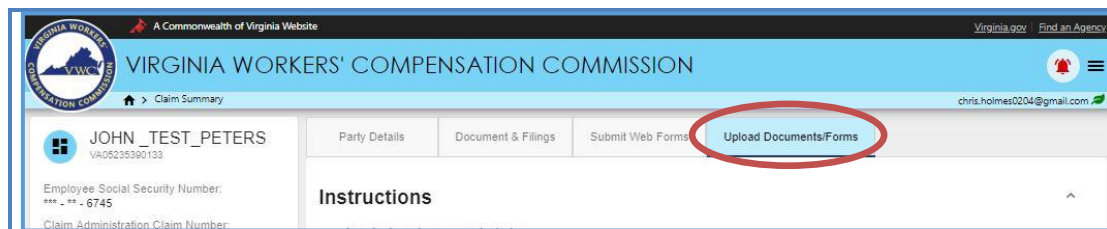


### STEPS TO COMPLETE

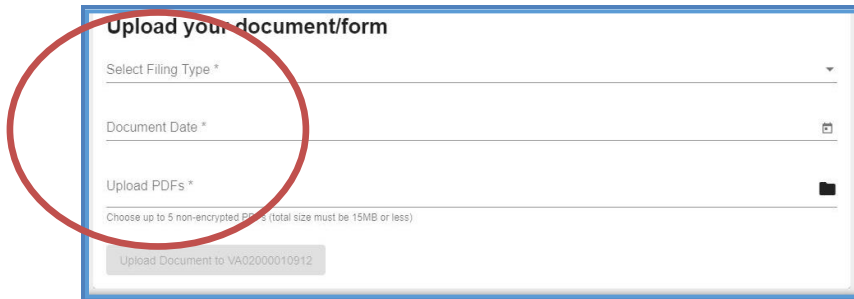
1. Log in to WebFile.
2. Navigate to the “Represented Claims” section.
3. Click on the desired JCN.

JCN	Date of Injury ↓	Claimant First Name	Claimant Last Name	Party Represented
VA02000010912	05/22/2018	QAYIFIVMJWYFQR	JRHNSTIAMBJSJW	QAYIFIVMJWYFQR JRHNSTIAMBJSJW

4. Select the “Upload Documents/Forms” tab.
5. Review the “Instructions” section.

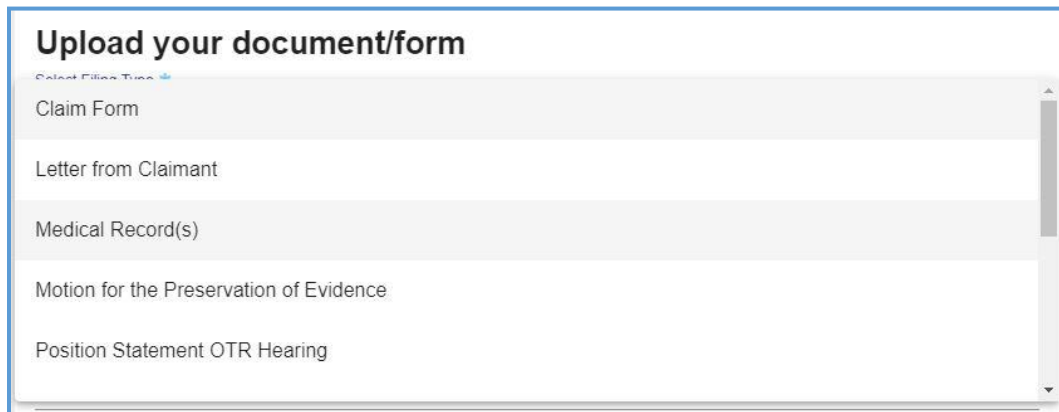


6. Navigate to the “Upload your document/form” section, which is lower on the page.
7. There are three required areas to be completed.



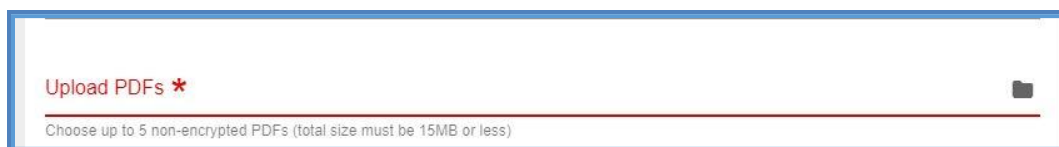
The screenshot shows a web form titled "Upload your document/form". It contains three required fields: "Select Filing Type \*" with a dropdown arrow, "Document Date \*" with a calendar icon, and "Upload PDFs \*" with a folder icon. Below these fields is a note: "Choose up to 5 non-encrypted PDFs (total size must be 15MB or less)". At the bottom is a button labeled "Upload Document to VA02000010912". A red circle highlights the first three fields.

8. Select the “Filing Type” that is being uploaded.



The screenshot shows the "Upload your document/form" section with the "Select Filing Type" dropdown menu open. The menu lists five options: "Claim Form", "Letter from Claimant", "Medical Record(s)", "Motion for the Preservation of Evidence", and "Position Statement OTR Hearing".

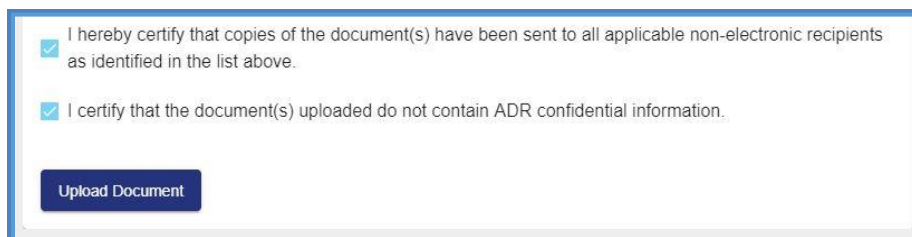
9. In the “Document Date” field, type or select the correct date by clicking the calendar icon).
10. Click “Upload PDFs” to locate the document. The total size of PDF attachments cannot exceed 15 MB.



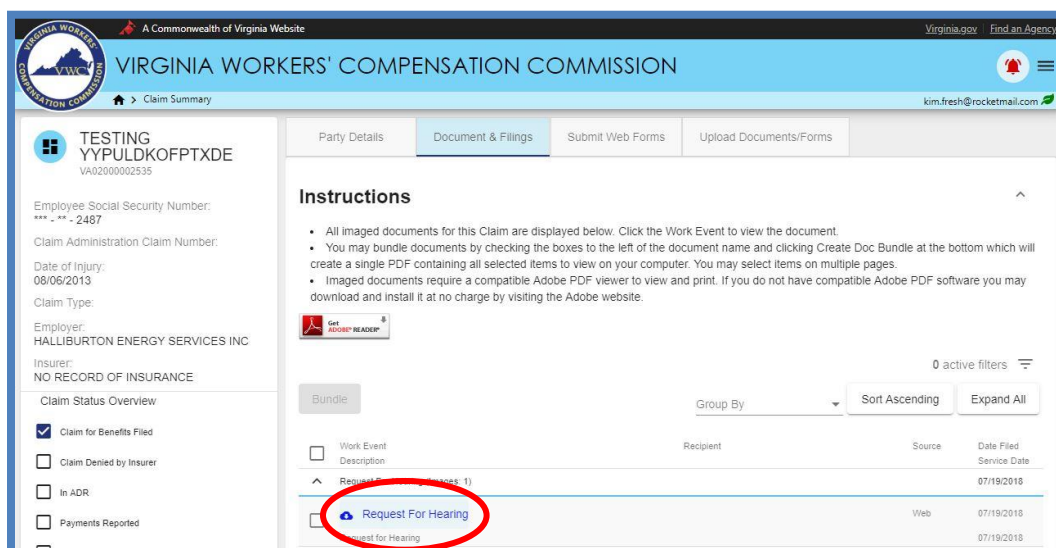
The screenshot shows the "Upload PDFs \*" field with a red line indicating the upload area. Below the line is a note: "Choose up to 5 non-encrypted PDFs (total size must be 15MB or less)".

11. Create and upload a “Certificate of Service” letter. A template can be found in the [Appendix](#).
12. Check box to signify copies of the document(s) have been sent to all parties.
13. Check box to certify signatures.

14. Click the “Upload Document” button.



15. Confirm a successful upload by reviewing the “Documents & Filings” tab.



Work Event Description	Recipient	Source	Date Filed Service Date
Request For Hearing (1)			07/19/2018
Request For Hearing		Web	07/19/2018
Request For Hearing			07/19/2018

## IMPORTANT



*When a document is uploaded in error:*

***If the claim is on the Docket – Contact the Deputy Commissioner’s Office***

***If the claim is not on the Docket – Contact the Clerk’s Office***

***Other – Contact the Customer Contact Center***

## MEDICAL RECORDS

There are a few items to consider when uploading Medical Records into WebFile.

The “Name of Provider” field allows for free-form text, up to 50 characters, which can be used for clarifying descriptions. Example: “Dr. Wilson Medical Records, March 1 – March 10, 2015.”

When uploading Medical Records, enter the latest Date of Service in the “Document Date” field if the records cover more than one date.

WebFile automatically indicates today’s date under the “Date Filed” column viewable from the “Documents & Filings” tab once the record is uploaded.



The screenshot shows a web form titled "Upload your document/form". It contains the following fields and elements:

- Select Filing Type \***: A dropdown menu with "Medical Record(s)" selected.
- Name of Provider \***: A text input field.
- Document Date \***: A text input field with a calendar icon on the right.
- Upload PDFs \***: A text input field with a folder icon on the right.
- Footer text**: "Choose up to 5 non-encrypted PDFs (total size must be 15MB or less)"

## A UPCOMING HEARINGS AND MEDIATIONS

This section covers the process for viewing the Commission's scheduled hearings.

### info BEFORE YOU GET STARTED

- ✓ Commission has scheduled a hearing through its internal system.
- ✓ Primary Attorney, who has previously noted representation, has received email notification of this activity.

### IMPORTANT



The commission mails notifications of scheduled hearings to the Primary Attorney only. Also, WebFile does not send reminders of upcoming hearings, although changes to a hearing date/time will generate a new notification.



### STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the "Hearings and Mediations" section.

The screenshot shows the Virginia Workers' Compensation Commission WebFile interface. The 'Hearings and Mediations' section is highlighted with a blue arrow. The 'Represented Claims' table is visible below it.

Date of Injury	Claimant First Name	Claimant Last Name	Party Represented
05/22/2018	QAYIFVMJWYFOR	JRHNTIAMBJSJW	QAYIFVMJWYFOR JRHNTIAMBJSJW (Claimant)
04/24/2018	XPYPTFEKUDUTX	LVNPAGXPPNPKEQ	XPYPTFEKUDUTX LVNPAGXPPNPKEQ (Claimant)
03/26/2018	JOHN	_TEST_PETERS	_TEST_GELATO FARMS OF VA (Employer)
03/26/2018	JOHN	_TEST_PETERS	JOHN _TEST_PETERS (Claimant)
01/22/2018	JUANITA	_TEST_PETERS	JUANITA _TEST_PETERS (Claimant)

3. Review the list of scheduled hearings; clicking on the related JCN will take you to the Claim Summary section for that record.

WebFile only displays scheduled hearings for the following:

- ✓ Evidentiary
- ✓ Show Cause
- ✓ Review
- ✓ Mediation

“On The Record” (OTR) hearings are not displayed.

### QUICK TIPS



*You can note representation on and access files even though a colleague is the Primary Attorney. In this way, you can help “cover” for attorneys (e.g. those on vacation, with hearing conflicts in other jurisdictions, etc.).*

*If a Primary Party is already listed, and you wish to be noted as the Primary Attorney, contact the Deputy Commissioner’s office handling the case to make this request.*


## A

# PAPERLESS OPTION

This section covers options regarding the WebFile Paperless feature. The attorneys who “go paperless” rely only on electronic notifications from the Commission and no longer receive paper copies of notices and filings.

### info

## BEFORE YOU GET STARTED

- ✓ Paperless Option can only be managed by the Attorney User.
- ✓ Paperless Option can only be changed once per calendar day.
- ✓ People that elect Paperless will appear with the  icon.

## ELECTING PAPERLESS



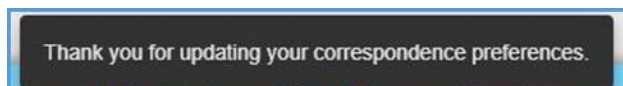
### STEPS TO COMPLETE

1. Log in to WebFile.
2. If you have not enrolled in paperless, a paperless notification will pop-up.
3. Click the “Update Correspondence preferences” button.



4. Select the “Receive one email alert notification, per document” or “Receive one email alert notification, per day” option.
5. Click the “Update Correspondence Preferences” button.

6. Confirmation message will appear.



## OPT OUT OF PAPERLESS

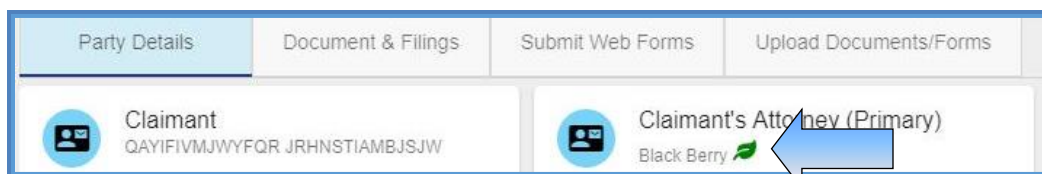


### STEPS TO COMPLETE

1. Click the menu dropdown in the top right and select “Manage Profile.”
2. Go to the “Correspondence Preferences” section.
3. Select the “Receive printed notifications via mail” option.
4. Click the “Update Correspondence Preferences” button.

## COPYING PARTIES

When uploading documents through WebFile, all parties to the claim are listed to remind the attorney of whom they need to copy on their filing. Attorneys who have chosen to be paperless are labeled with a green leaf icon indicating that they do not need a mailed copy of the filing.





## WebFile SUPPORT

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WebFile Support pertains directly to WebFile accounts, transactions, and errors. WebFile users can find answers and solutions to common issues such as creating or unlocking a WebFile account and viewing or managing a claim.

[Click here to use the interactive WebFile Support tool.](#)

WebFile **Support**

If you are still having issues, or have additional questions after using the WebFile Support tool, please visit [workcomp.virginia.gov/webfile/webfile-support-request](http://workcomp.virginia.gov/webfile/webfile-support-request) and complete a WebFile Support Request.

# Appendix

## CERTIFICATE OF SERVICE

Attorneys should certify service of every document electronically filed with the Commission. Each filing must include a Certificate of Service, which contains 3 sections:

- A list of those recipients who receive electronic notifications
- A list of those recipients who receive mail notifications
- Your name

### CERTIFICATE OF SERVICE SAMPLE

I hereby certify that on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, I will electronically file the foregoing with the Commission using the WebFile system, which will then send a notification of such filing to the following WebFile Users who have opted out of receiving paper notifications, as indicated by the “Green Leaf Paperless” icon on WebFile:

Jacob Smith  
Attorney at Law  
123 Main Street  
Any Town, VA 22310  
[jsmithatty@goodlaw.com](mailto:jsmithatty@goodlaw.com)

John Johnson  
ABC Law Firm  
1000 Maple Avenue  
Any Town, VA 23220  
[jjohnson@abclaw.gmail.com](mailto:jjohnson@abclaw.gmail.com)

And I hereby certify that I will mail the document by U.S. mail to remaining Parties Who Have Not Opted Out of receiving notifications and to whom I am obligated to copy:

Jane Jones  
224 Ivy Lane  
Any Town, VA 22214

Bill Smith  
2018 W. Broad Street  
Any Town, VA 23226

The Certificate of Service sample referenced above can be used as a guide for how to create your own Certificate of Service document.

Completed documents must be uploaded to the record,

- In PDF format
- Either separately or in a (scanned) document bundle
- Part of the document upload function when submitting a Web Form

Attorneys who elect to turn off paper will receive only email notifications on those claims for which they have noted representation.



